



# Duty Statement

Classification: **Career Executive Assignment (CEA Range B)**

Position Number: **275-809-7500-001**

HCM#: **2017**

Branch/Section: **Information Technology Services Branch/Technology Infrastructure Services Division**

Location: **Sacramento, California**

Telework: Office-centered

Working Title: **Chief Technology Officer (CTO)**

Effective Date: **February 15, 2023**

Collective Bargaining Identifier (CBID): **M01**

Supervision Exercised:  **Yes**  **No**

Information Technology Service Branch (ITSB) provides the technology services that support the CalPERS lines of business. The ITSB organization includes technology infrastructure, operations, enterprise solutions, and security. ITSB's mission is to add business value by delivering high-quality services, developing partnerships, and contributing to business efficiencies while optimizing the staff/employer/member experience. ITSB is committed to providing the technical leadership, increased business alignment, talent, transparency, and accountability to support CalPERS strategic business objectives.

Under the general direction of the Chief Information Officer (CIO), ITSB, the Chief Technology Officer (CTO) serves as a member of the Information Technology (IT) senior leadership team and provides direction and policy guidance to the Technology Infrastructure Services Division (TISD) and ITSB. The CTO provides direction on enterprise technology infrastructure services across all of CalPERS retirement, health, and investment programs. This position has broad authority and management responsibility for achieving necessary synergies between business units, products, and technology services, including customer technology services and support, and data center services. The CTO aligns services responsible for computer operations and production, service desk, desktop support, voice and data networks, data center systems, and server support. The CTO represents CalPERS with various State and public agency entities and provides consultation and advice to high-level program managers, Executive Staff, and the Board of Administration. The Career Executive Assignment – Chief Technology Officer position works primarily in the System Engineering domain.

## Essential Functions

- 30% Oversees and provides policy direction for CalPERS computing infrastructure and supports development, testing, integration, staging, and production activities for all on-premise and cloud-based technology infrastructure such as servers, storage, voice and data networks, end-user computing, telephony and network security. Leads a diverse team of leaders within TISD responsible for day-to-day operations and projects. Develops goals and objectives, performance measures, cost allocation, charge-back practices and customer service agreements and standards related to the computing infrastructure. Works with appropriate stakeholders to identify and provide infrastructure services. Interfaces with Collier's International and their subcontractors for data center facilities services. Acts as project sponsor on numerous infrastructure implementation and upgrade projects. Participates in governance processes of the organization's architecture, telecommunications, networks, and desktops. Develops and communicates business/technology alignment plans to executive team, team members, and stakeholders.
- 25% Oversees and provides policy direction for enterprise-wide services, operating systems support for Windows desktops and servers, desktop software and security, Linux, Office 365 applications, backup & disaster recovery services, CalPERS Contact Center systems support and regional office system support. Oversees the process of designing and developing monitoring and alerts to ensure availability and performance to expected service levels.

- 20% Oversees and provides policy direction to customer support for CalPERS IT systems and applications including computer operations and production services, online batch services, availability, and performance management; works with appropriate stakeholders to identify necessary operational and production services strategies and tactical plans for establishing current and future service models; oversees service desk management, incident reporting and resolution, customer service trend analyses, and management of outstanding issues; oversees the process of developing service designs to implement desired business level expectations and agreements; maintains and updates access management to IT services; maintains process documentation for existing automated functions, historical service issues, frequently asked questions and answers, and effective communication aids
- 10% Oversees and provides policy direction on contract and vendor management of ITSB's strategic and tactical infrastructure technologies. Has budget responsibility for TISD to forecast, request funding and oversee annual spending for infrastructure hardware, software, and professional services.
- 10% Oversees and provides direction to the business areas on infrastructure innovations, emerging technologies, and service options to facilitate better enterprise decision-making, forecasts future infrastructure service needs. Is an active participant in the Senior Leadership Council, contributes to a division chief role on enterprise-wide initiatives, and is a visible leader supporting the CalPERS culture and core values.
- 5% Define annual budgetary needs and make final decisions on budget estimates. Consult with and advise management and other interested parties on a variety of subject matter areas, translating IT terms into everyday language. Communicate effectively, both orally and in writing.

**Desirable Qualifications**

- Excellent communication, interpersonal relationship management, time management, research/information gathering skills with the proven ability to work with all levels of an organization
- Ability to exhibit strong leadership and team building skills
- Ability to facilitate meetings with stakeholders
- Ability to present to a wide variety of audiences
- Ability to describe complex technical concepts in terms business leaders can understand
- Ability to maintain effectiveness in varying responsibilities and changing priorities
- Experience with establishing policies and standards, process improvement, etc.

**Conduct, Attendance and Performance Expectations**

- Ability to maintain consistent attendance
- Ability to demonstrate punctuality, initiative, and dependability
- Ability to model and support CalPERS Core Values (Integrity, Accountability, Respect, Openness, Quality and Balance)
- Ability to model and support CalPERS Leadership Competencies and demonstrate proficiency in and continually strive to master; Collaboration, Leading People, Leading Change, Driving Results, Business Acumen, Communication, and Leading Self

I have read and understood the duties and essential functions of the position and can perform these duties with or without reasonable accommodation.

**Employee Name:**

**Employee Signature:** \_\_\_\_\_

**Date:**

I certify that the above accurately represent the duties of the position.

**Supervisor Signature:** \_\_\_\_\_

**Date:**